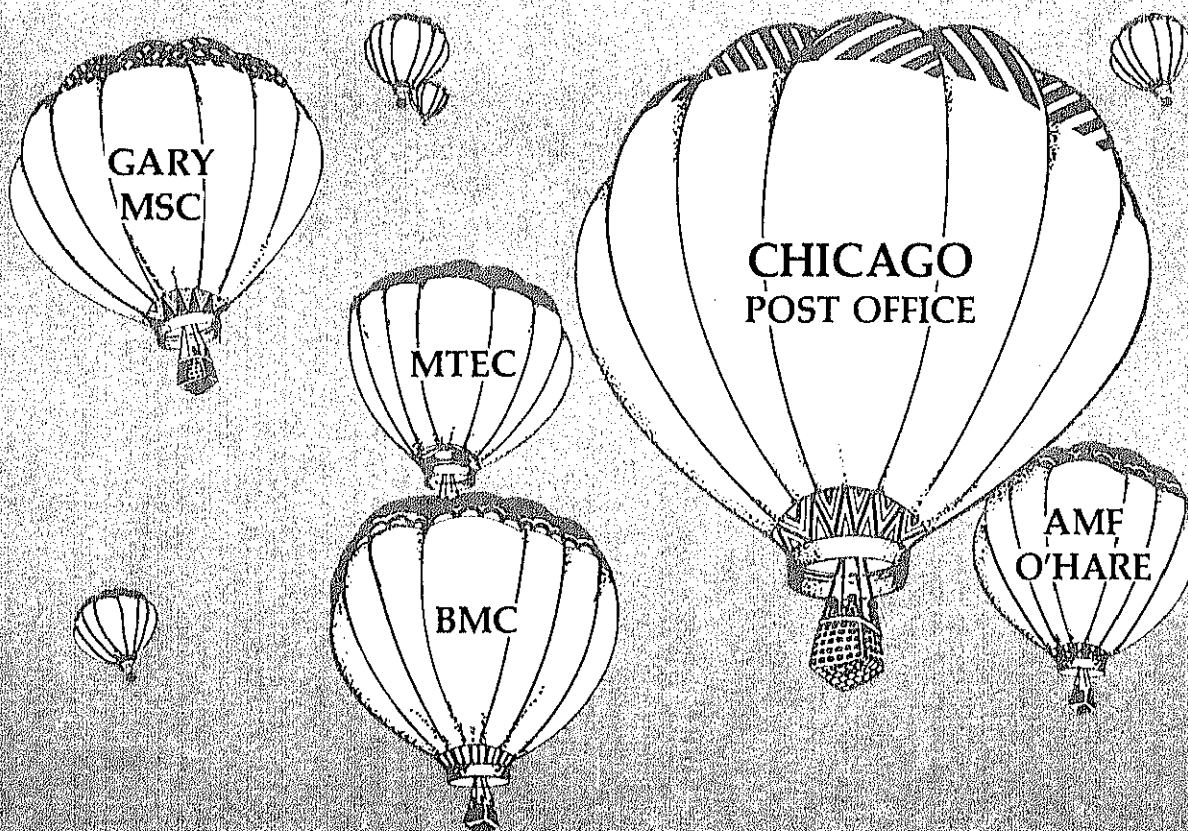


UNITED STATES POSTAL SERVICE

## Chicago Division Career Awareness Conference

"A TOUCH OF HEAVEN IN '87"



*REACH FOR THE SKY*

**Hyatt Regency-Chicago**  
**151 East Wacker Drive**  
**Chicago, Illinois 60601-3709**

**FOREST D. ANDERSON**  
ACTING FIELD DIVISION GENERAL MANAGER/POSTMASTER

**IDA J. BOHANNON**  
AFFIRMATIVE ACTION/EEO PROGRAMS COORDINATOR



# Nine Reasons why you can't afford to miss the

## Chicago Division Career Awareness Conference April 10-11-12, 1987 — Hyatt Regency-Chicago

Last year, more than 2,600 people from 16 states joined us and shared in the total learning experience that this Conference has become. This year, the Conference will be even more dynamic! And here is why we say . . . "You Can't Afford to Miss."

**1. Outstanding Conference Value . . .** Full Registration includes 7 sessions. CEU Certificate from Chicago State University, Continental Breakfast on Saturday, Banquet and Dancing on Saturday evening, Breakfast and Dress For Success on Sunday . . . all for \$55.00. A savings of \$19.35.

**2. The Conference Provides An Excellent Opportunity . . .** for personal growth and career development. We have gathered expert speakers who are eager to share their knowledge with you. Speakers who are told before the Conference who their attendees will be. This helps speakers to meet your needs. Take advantage of the opportunity to meet the Conference Speakers and other participants.

**3. New Expanded Curriculum . . .** including more advanced sessions.

**4. Parenting in the 80's . . .** Plan to attend this session and learn how to successfully meet the challenges that your children present.

**5. Join Us In The Foyer At The Hyatt . . .** Visit the Exhibits and discover a power house of invaluable resources.

**6. You Can Become Part Of A Career Network . . .** an opportunity for you to share ideas with your peers . . . receive information and give information! There will be plenty of space for you to move around and network.

**7. Continuing Education Units . . .** a certificate of Continuing Education will be awarded by Chicago State University to participants of this Conference. The CEU has been designed to give recognition to persons participating in qualified educational programs, and may be used as a record of professional improvement.

**8. SPECIAL EVENTS . . .** The Kick-Off Ceremony on Friday, with Keynote Speaker, Jerry K. Lee, Regional Postmaster General, Central Region, Chicago, Illinois, and **General Session** on Friday, with Dr. Lee J. Richmond, Loyola College, Baltimore, Maryland. **Attitude Adjustment** on Friday evening. **The General Assembly** on Saturday morning with the Field Division General Manager/Postmaster, Chicago, Division. **Banquet** on Saturday evening with **Keynote Speaker** - Dr. Mary Frances Berry, Professor-of-Law and History, Howard University, Washington, D.C. **Dress for Success** on Sunday with Keynote Speaker Allen T. Lanier, Postmaster, Guyton, Georgia . . . Elizabeth Power, Fashion Commentator, Laura K. Holland, Fashion Coordinator, guest models and friends.

**9. Nothing Breeds Success Like Success . . .** We've Got The Touch! Attend a Learning Experience! Do Some Networking! Enjoy Live Entertainment! Listen to Inspirational Speakers! Come and help us Celebrate! . . . **Stay and Play!!!**

**"WE GIVE SO MUCH"  
THE BEST IS YET TO COME!**



## OFFICE OF THE POSTMASTER

Chicago, Illinois 60607-9998

The Career Awareness Conference was originally established by the Women's Program on August 22, 1974 to enhance career awareness and advancement opportunities for women. Now approaching its thirteenth year, the Conference has become a remarkable success - accomplishing most of its goals and attracting nationwide attention.

This year's conference has been designed by the Affirmative Action Branch with new goals in mind. Not only are we directing our efforts to women, but we are also striving to make these opportunities available to all underrepresented groups in the Chicago Division.

The Affirmative Action Advisory Committee, the Women's Program Committee and the Affirmative Action Coordinators of the Division have come together, pooling their talents and resources, to present this conference. They know the sky's the limit, and they want you to join other high fliers and experience . . . "A Touch of Heaven in '87!"

Forest D. Anderson  
Acting Field Division General Manager/Postmaster  
Chicago Division

**People Come To Chicago  
When They're Ready For The Big Time.**

***The Big Time Starts April 10-11-12***

**"A Touch Of Heaven In '87"**

## **SPECIAL GUESTS**

### **JERRY K. LEE**

Regional Postmaster General  
Central Region Headquarters  
Chicago, Illinois

### **JOEL S. TROSCH**

Assistant Postmaster General  
Employee Relations  
Headquarters, Washington, D.C.

### **LINDA F. SANCHEZ**

Field Division General Manager/Postmaster  
Brooklyn Division  
Brooklyn, New York

### **REGINALD MARTIN**

Field Division General Manager/Postmaster  
Cleveland Division  
Cleveland, Ohio

### **ALLEN T. LANIER**

Postmaster  
Guyton, Georgia

### **DR. LEE J. RICHMOND, Ph.D.**

Professor, Counseling & Human Development  
Loyola College  
Baltimore, Maryland

### **MARY S. ELCANO**

Executive Director  
Office of Equal Employment Opportunity  
Headquarters, Washington, D.C.

### **DOROTHY D. SHARPE**

General Manager  
Affirmative Action Division  
Headquarters, Washington, D.C.

### **NANCY L. GEORGE**

MSC Manager/Postmaster  
Middlesex-Essex  
Woburn, Massachusetts

### **GEORGIE T. RUCKER**

General Manager  
Cincinnati BMC

### **DR. MARY FRANCES BERRY, Ph.D.J.D.**

Professor of Law and Public Speaker  
Howard University  
Washington, D.C.

**Use the Conference Schedule on pages 12-13 to Help You Schedule Sessions**

# SCHEDULE OF EVENTS

## FRIDAY, APRIL 10, 1987

8:00 a.m. — 6:45 p.m.	<b>Registration</b> (Concourse Level - East Tower)
10:00 a.m. — 11:45 a.m.	Sessions
12:00 p.m. — 1:00 p.m.	Lunch . . . <b>"GRAB N' GO"</b> (On Your Own)
1:15 p.m. — 2:15 p.m.	<b>General Assembly</b> (Grand Ballroom - East Tower)
	<b>Keynote Speaker</b>
	Jerry K. Lee, Regional Postmaster General, Central Region Headquarters Chicago, Illinois
2:30 p.m. — 4:15 p.m.	Sessions
4:15 p.m. — 4:45 p.m.	Refreshment Break - (Regency Ballroom - Foyer - West Tower)
5:00 p.m. — 6:15 p.m.	<b>General Session</b> (Regency Ballroom)
	<b>"Life-Is-Career"</b>
	<b>Keynote Speaker</b>
	Dr. Lee J. Richmond, Ph.D. Professor, Counseling and Human Development Loyola College, Baltimore, Maryland
6:15 p.m. — 8:00 p.m.	Free Time (Dinner On Your Own)
8:00 p.m. — 9:00 p.m.	Chicago Post Office Tour - Mail Processing Division
8:00 p.m. — Midnight	<b>Attitude Adjustment</b> (Regency Ballroom)

## SATURDAY, APRIL 11, 1987

8:00 p.m. — 4:45 p.m.	<b>Registration</b>
8:00 a.m. — 9:00 a.m.	Continental Breakfast (Grand Ballroom - Foyer)
9:00 a.m. — 10:00 a.m.	<b>General Assembly</b> (Grand Ballroom)
	<b>"Coming of Age . . . The U.S. Postal Service"</b>
	<b>Keynote Speaker</b>
	Forest D. Anderson Acting Field Division General Manager/Postmaster, Chicago, Division
10:15 a.m. — 12 Noon	Sessions
12 Noon — 12:45 p.m.	Lunch . . . <b>"GRAB N' GO"</b> (On Your Own)
1:00 p.m. — 2:45 p.m.	Sessions
2:45 p.m. — 3:45 p.m.	Refreshment Break (Regency Ballroom - Foyer)
3:45 p.m. — 7:00 p.m.	Free Time
7:00 p.m. — 7:45 p.m.	<b>Reception</b> (Grand Ballroom - Foyer)
8:00 p.m. — 12:30 a.m.	<b>Banquet</b> (Grand Ballroom)
	<b>Keynote Speaker</b>
	Dr. Mary Frances Berry, Ph.D. J.D. Public Speaker, Professor-of-Law Howard University, Washington D.C.

## SUNDAY, APRIL 12, 1987

8:00 a.m. — 9:00 a.m.	<b>Breakfast</b> (Grand Ballroom)
9:00 a.m. — 11:30 a.m.	<b>Program</b>
	<b>Keynote Speaker</b>
	Allen T. Lanier, Postmaster, Guyton, Georgia
	<b>Dress For Success</b>
	Guest Models and Friends
	<b>Fashion Commentator</b>
	Elizabeth Power, Power Unlimited, Chicago, Illinois
	<b>Fashion Coordinator</b>
	Laura K. Holland, Chicago, Illinois

## The best way to use this brochure: Complete this Personal Objective Planner

With more than 30 sessions to choose from, it may seem like an awesome undertaking to select the sessions that are best for you. Here is one way that will help you make that decision a simple and meaningful one.

Turn to the Conference Schedule on pages 12-13 and review the sessions. Fill in the appropriate session number under each of the columns below.

	Friday-AM	Friday-PM	Saturday-AM	Saturday-PM
Sessions that could aid my personal career development				
Subject area I need to know about... immediately				
Subject area I would like to know more about for the future				
Particular Speakers I would like to hear				
(List your own)				

### Helpful Hints to Get the Most Out Of This Conference

1. Bring a tape recorder and plenty of tapes. (Be sure to get permission from each speaker before you record).
2. Pack plenty of business cards to leave with speakers and other attendees.
3. Start pages of notes labeled "Things to order", "Materials to send for", "Ideas to implement", so you have a handy organized list on your return home.
4. Get involved in the sessions by asking questions and volunteering information.

**We Take Great Pains  
To Ensure You  
A Quality  
Learning Experience!**

# Sessions Over-View

## 1. CHICAGO DIVISION . . . RAP WITH THE BRASS

### SPEAKERS:

**Jimmie Mason**, Field Director, Human Resources  
**Jack LaZard, Jr.**, Field Director, Marketing & Communications  
**Develt Crockett**, Acting Controller  
**Murphy M. Smiley**, Acting Field Director  
 Station Operations  
**Phillip Williams**, Acting Field Director, City Operations  
**To be announced**, Field Director, Operations Support  
**Sharon C. Kao**, Manager, Support Services  
**Frank J. Santoro**, General Manager  
 Chicago Bulk Mail Center  
**Celestine Green**, MSC Manager/Postmaster  
 Gary, Indiana

### MODERATOR:

**Patricia Huguley**, Tour Manager, Mail Processing  
 Chicago Division

Ask Questions . . . Learn how the "BRASS" view your job, and their feelings concerning employee development and upward mobility . . . Get Answers from this Informative session . . . "first-hand" information.

A = FRI 10:00 a.m. — 11:45 a.m.  
 B = FRI 2:30 p.m. — 4:15 p.m.  
 C = SAT 10:15 a.m. — 12 Noon

## 2. LOOKING AT POSTAL CAREERS WITH A NEW PERSPECTIVE

### SPEAKERS:

**Joel S. Trosch**, Assistant Postmaster General  
 Employee Relations  
 Headquarters, Washington, D.C.  
**Mary S. Elcano**, Executive Director  
 Office of Equal Employment Opportunity  
 Headquarters, Washington, D.C.  
**Reginald F. Martin**, Field Division General  
 Manager/Postmaster  
 Cleveland Division  
 Cleveland, Ohio  
**Dorothy D. Sharpe**, General Manager  
 Affirmative Action Division  
 Headquarters, Washington, D.C.  
**Nancy L. George**, MSC Manager/Postmaster  
 Middlesex-Essex  
 Woburn, Massachusetts  
**Georgie T. Rucker**, General Manager, Bulk Mail Center  
 Philadelphia, Pennsylvania

### MODERATOR:

**Linda K. Kemp**, Career Development Specialist  
 Headquarters, Washington D.C.

National Postal Executives will discuss Career Paths that require mobility. The discussion will center on how to handle New Places . . . New People . . . And New Positions.

C = SAT 10:15 a.m. — 12 Noon  
 D = SAT 1:00 p.m. — 2:45 p.m.

## 3. CENTRAL REGION . . . A VIEW FROM THE TOP

### SPEAKERS:

**John M. Frisby**, Regional Director, Planning  
**Milton L. Healy**, Regional Director, Finance  
**James M. Holmes**, Regional Director, Human Resources  
**Fred M. Myrle**, Regional Director, Operations Support  
**Martha B. Worrell**, Regional Director, Marketing and Communications

### MODERATOR:

**Gladys N. Bryer**, Regional Counsel

This session will provide updated information on the various programs in the Central Region. Ask questions . . . Get Answers from the Regional Top Staff . . . Get "first hand" information . . . from THE TOP.

A = FRI 10:00 a.m. — 11:45 a.m.  
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 C = SAT 10:15 a.m. — 12 Noon

## 4. MEET . . . THE MOUNTAIN CLIMBERS

### SPEAKERS:

**Esther J. Richards**, Field Director, City Operations  
 Detroit Division  
**Janet Norfleet**, Field Division General Manager/  
 Postmaster  
 South Suburban Division  
**Margaret M. Rucker**, MSC Manager/Postmaster  
 Zanesville, Ohio - Columbus Division  
**Celestine Green**, MSC Manager/Postmaster  
 Gary, Indiana - Chicago Division  
**Margaret A. Nickerson**, Field Director, Human Resources  
 Wichita Division

### MODERATOR:

**Elizabeth Brown**, Field Director, City Operations  
 North Suburban Division

This session will focus on interesting women who are in top positions, who have Climbed, and are still Climbing Mountains. They have discovered the tools that it takes to climb mountains can be applied to all aspects of life. Since all areas of life can, at times, feel like "mountains of obstacles," these successful women have found that Attitude is the key word. They will share "hands on" experience with you. The question is . . . Do You Want To Be A Mountain Climber?

A = FRI 10:00 a.m. — 11:45 a.m.  
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 D = SAT 1:00 p.m. — 2:45 p.m.

**Journey To Self-Fulfillment**

## 5. HOW TO GET YOUR "STUFF" TOGETHER

### SPEAKER:

Allen Lanier Postmaster  
Guyton, Georgia

This session is as entertaining as it is enlightening. Discover how you can make life happen for you instead of letting life happen to you. Just coping in a negative world is not good enough if you are to be a success in your personal and professional life. You'll learn how to identify the real opportunities that are already here and those yet to present themselves. Find out who you really work for!

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D = SAT 1:00 p.m. — 2:45 p.m.

## 6. YOUR JOB, YOUR KIDS, YOUR SIGNIFICANT OTHER . . . AND YOU

### SPEAKER:

Linda F. Sanchez, Field Division General Manager/  
Postmaster  
Brooklyn Division

This session is fascinating and is designed to help you identify and sort out your multiple roles, bring quality to those that have meaning to you, shape a positive self-image, and let go of "excess baggage." Learn how to balance Your Job, Your Kids, Your Significant Other . . . And You! . . . Learn to balance "ALL" of it!

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## 7. AN INTEGRATED APPROACH TO CAREER PLANNING

### SPEAKER:

Dr. Lee J. Richmond, Ph.D., Psychologist  
Professor of Counseling and Human Development  
Loyola College, Baltimore Maryland

This session will introduce participants to the theory and uses of John Holland's - "Self-Directed Search." SDS is an interesting instrument and is widely used in a variety of work and educational settings. Each participant will gain insight into career directions as they learn to administer, interpret, score and profile their "Self Directed Search." (Limit of 60 participants per session.)

- C = SAT 10:15 a.m. — 12 Noon  
D = SAT 1:00 p.m. — 2:45 p.m.

## 8. AFFIRMATIVELY SPEAKING . . .

### SPEAKER:

George R. Fortune, Employee Relations Program  
Analyst, Principal, Human Resources Department  
Central Region Headquarters,  
Chicago, Illinois

It's Affirmative Action . . . "A New Perspective." This session will explain what Affirmative Action is. You've Heard about it, now Learn about it! Focus on the part all of us play to ensure it's success. This session will explain its Policy, Purpose and Objective, as well as the U.S. Postal Service's commitment to this process.

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## 9. A CHALLENGING CAREER . . . MAINTENANCE

### SPEAKERS:

Shirley Brown, Manager, Plant and Equipment  
AMF O'Hare  
Chicago Division  
Hutch Towner, Director of Plant Maintenance  
Chicago Bulk Mail Center

Learn about career opportunities in Maintenance. This session will focus on basic qualifications and examinations for Maintenance careers. Information on packaging your maintenance skills and the qualifications required by Maintenance managers will be covered. Attend this session . . . see and hear yourself . . . get this information "first hand" and Come Aboard with Maintenance!

- C = SAT 10:15 a.m. — 12 Noon  
D = SAT 1:00 p.m. — 2:45 p.m.

## 10. BE INFORMED . . . KNOW THE LAW

### SPEAKER:

Vikki L. Pryor, Attorney-at-Law, Chicago, Illinois

This session will focus on how to **determine** when you need a lawyer . . . What to **expect** from a lawyer, and what to **do** if a lawyer doesn't perform satisfactorily. It will focus on Customer Rights/Consumer Credits, Divorce, Child Custody, Wills and Trusts, **The New Tax Change** and Insurance. This workshop will empower your understanding of what is legal as provided under the law . . . Ask Questions and Get Answers . . . Be Informed . . . Know The Law.

- A = FRI 10:00 a.m. — 11:45 a.m.  
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D = SAT 1:00 p.m. — 2:45 p.m.

## 11. WHOLE-BRAINED COMMUNICATION

### SPEAKERS:

Robert J. Kunkel, Field Director, Human Resources  
St. Paul Division  
Pleas L. Honeywood, EEO Counselor/Investigator  
Chicago Division

Differences in thinking styles affect the ways people work together in teams and the ways they learn, decide, buy, sell and persuade. This session will introduce you to a simple, easy-to-use method for classifying thinking styles into four

**LET YOURSELF GO!**



basic categories based on left brain/right brain thinking patterns and conceptualizing processes. Using these new techniques, salespeople can sell more, managers can manage better, co-workers can work together more productively, men and women can build and maintain satisfying relationships.

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## 12. ACTIONS SPEAK LOUDER THAN WORDS

### SPEAKER:

**Dr. Victoria D. Coleman, Ph.D., President**  
 Management Consultant, Chicago, Illinois

This session will focus on the nonverbal communications . . . Body Language and the impact these signals play. This humorous talk/demonstration session will reveal what Body Language and spatial relationships "say" at home, and in the work place. Attend this session and Learn how to Read A Person Like a Book . . . You will see why Actions, indeed, Speak Louder Than Words!

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## 13. REACH FOR THE SKY

### SPEAKERS:

**Countee S. Abbott, Manager, EEO Complaints**  
 Processing, Chicago Division  
**Luciano R. Hernandez, EEO Counselor/Investigator**  
 Chicago Division

**The Sky's The Limit** people are people who are in charge of their own destiny . . . a self-accepting personality that knows no bounds, ultimately has success to show for it. This positive approach to yourself and the world will help launch the rockets of your untapped potential. The best way to learn to be a high flier is to "rub up" against one. If you are grounded with the Timid who do not take big stands . . . this session will suggest you increase your altitude and join the other **High Fliers** . . . Reach For The Sky!

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## 14. EMOTIONAL CONFLICT IN THE WORKPLACE

### SPEAKER:

**Dr. Theophilus E. Green; Psy. D., Clinical Director**  
 Associated Psychological Services, Chicago, Illinois

Job-related stress, marital problems, impaired interpersonal relationships, family problems and financial pressures can all result in anxiety, depression, and poor coping strategies. Can you remain in a crisis or do overwhelming pressures cause you to lose control? Learn how to identify emotions which cause you to feel helpless and **learn how to Take Control Of Your Life** by learning how to manage emotional conflict!

C = SAT 10:15 a.m. — 12 Noon  
 D = SAT 1:00 p.m. — 2:45 p.m.

## 15. PLATFORM SKILLS

### SPEAKER:

**Darrow D. Anderson, Manager, Communications**  
 Chicago Division

Learn techniques used by professional speakers. Emphasis is on the impromptu speech, extemporaneous delivery, lectern etiquette, and how to read a speech without putting your audience to sleep. There will be tips for speech construction, and for controlling speech anxiety (stage-fright). The purpose of this session is to teach participants how to polish their presentations . . . **You Know How To Talk . . . Now Learn How to Speak!**

A = FRI 10:00 a.m. — 11:45 a.m.  
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 C = SAT 10:15 a.m. — 12 Noon  
 D = SAT 1:00 p.m. — 2:45 p.m.

## 16. THE ART OF NEGOTIATING . . . WIN OR LOSE

### SPEAKER:

**Dr. Winifred French, Ed.D., Guidance Coordinator**  
 Board of Education  
 Chicago Illinois

Your real world is a giant negotiating table, and like it or not, you are a **NEGOTIATOR**. How you handle your daily encounters with other people in your personal and business life determines whether you prosper happily or suffer frustrations and loss. This session deals with negotiation the way it is Practiced . . . not Preached. You will learn the Win-Win approach and the Win-Lose tactics. In other words, you will gain the power to manage and direct your life . . . **To Get What You Want . . . You Will Learn the Art of Negotiating!**

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 D = SAT 1:00 p.m. — 2:45 p.m.

## 17. GET YOUR ACT TOGETHER

### SPEAKER:

**Dr. Eldridge T. Freeman, Jr., Ph.D., Director, Business**  
 Laboratory Honors - Chicago University

"If you have built Castles in the air, your work need not be lost. That is where they should be . . . now put the foundation under them." - **Henry David Thoreau**

As an architect creates a blueprint for a building, you too, must create a detailed plan for bringing your personal and career dreams into reality. Learn to use the tools that make things happen. Build a sturdy foundation for your future by identifying your life purpose, and using it to keep you focused . . . You'll never know when you get there, if you don't know where you are going. Learn why goal setting is so important, and why you should **"Get Your Act Together"** from this **"edge-of-your-chair"** session.

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 D = SAT 1:00 p.m. — 2:45 p.m.

**WANT A SURPRISE?**  
**VISIT OUR POSTAL STATION**

## 18. USPS . . . A CHANGING ORGANIZATION

### SPEAKERS:

Henry H. Klein, Operations Manager, AMF O'Hare  
Gary E. Booth, Manager, Mail Transportation  
Equipment Center

Reorganization or realignment? Learn from this session the reasons for change vs. disruptiveness . . . 21st Century advancement, why the Postal Service must look to the future to survive and compete. Understand why this is the "right" time to begin and, most importantly, the role YOU play in this Changing Organization.

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B = FRI 2:30 p.m. — 4:15 p.m.  
D = SAT 1:00 p.m. — 2:45 p.m.

## 19. PARENTING IN THE 80's

### SPEAKER:

Dr. Theophilus E. Green; Psy.D., Clinical Director  
Associated Psychological Services  
Chicago, Illinois

Parenting In The 80's requires understanding our complex times and the pressures imposed upon our children by School, Society, the Media and Parents. Child rearing methods that worked for our parents may not work for us. Attend this session and understand what methods are most effective, and how to handle multiple pressures of parenthood . . . Who Is In Charge of Whom . . . and Now that you Know . . . What Can You Do About Parenting In The 80's?

A = FRI 10:00 a.m. — 11:45 a.m.  
B = FRI 2:30 p.m. — 4:15 p.m.

## 20. SO YOU WANT TO BE A POSTMASTER

### SPEAKERS:

Myrtle M. Lenoir, Postmaster, Valparaiso, Indiana  
Edward J. Denham, Postmaster, LaPorte, Indiana

Have you thought of becoming a Postmaster? Has your curiosity been aroused about the job and what it entails . . . what type of management skills are needed? This session will explain the requirements, duties and responsibilities of a Postmaster. This session will also focus on OIC Assignments . . . Information received will offer a Career Change . . . Who Knows!

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D = SAT 1:00 p.m. — 2:45 p.m.

**LET'S ALL BE THERE!**

## 21. AVOIDING THE PLATEAU TRAP

### SPEAKER:

Cecil R. Coleman, Vice President Employee Trust  
Harris Bank  
Chicago, Illinois

Success is equated with more: more money, more responsibility and more prestige. For many, early stages of a career bring just that: raises, promotions and personal growth. For most, the years of "more" must end - often sooner than expected. When that happens, you feel "Plateaued" - stymied in your career and disappointed in your life. Find out how you, a "Yuppie/Buppie, Baby Boomer, Aspiring Manager or Middle-aged Person" can Avoid THE PLATEAUING TRAP.

A = FRI 10:00 a.m. — 11:45 a.m.  
B = FRI 2:30 p.m. — 4:15 p.m.  
C = SAT 10:15 a.m. — 12 Noon  
D = SAT 1:00 p.m. — 2:45 p.m.

## 22. PERSONAL, POWERFUL AND PROFESSIONAL

### SPEAKER:

Rosemary W. Arrington, Image Consultant,  
Arrington & Associates  
Chicago, Illinois

The goal of this session is to motivate and educate women to have confidence in getting their outer and inner selves working together for positive results. Discover Your potential, Your power, and Your Future from the Inside (your attitude), through the Outside (your appearance). Have fun developing your self image. "Check Out" that attitude and start Believing in Yourself . . . This session has been designed to enable you to recognize Your Power to make things Happen for YOU . . . You Make The Difference!

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D = SAT 1:00 p.m. — 2:45 p.m.

## 23. MANAGING THE "NEW GENERATION"

### SPEAKERS:

Calvin J. Walker Jr., Acting Manager, General Mail  
Facility, Chicago Division  
Kenneth A. Bryant, Manager, Distribution, Gary MSC  
John E. Wawrzyniec, Director, Mail Processing  
Chicago BMC  
George B. Lauber, Manager, Mail Processing  
AMF O'Hare

Worker values and attitudes have changed dramatically over the last two decades. Standard authoritative bottom-line management techniques are not effective. The "New Generation" is looking for meaningful and stimulating work that allows time for personal development. This session will focus on understanding the "New Breed," ways to develop practical techniques and strategies for managing their work. The questions are . . . Do You Know How to Manage The "New Breed?" Are You "In Step" With The "New Breed," or "Out Of Step?" Attend this session and find the answers to these questions . . . Find where you are on the scale with the "New Generation."

A = FRI 10:00 a.m. — 11:45 a.m.  
B = FRI 2:30 p.m. — 4:15 p.m.  
D = SAT 1:00 p.m. — 2:45 p.m.

## 24. TAKING CONTROL OF YOUR TIME

### SPEAKER:

**Dr. Eddie T. Sanders, Jr., Ph.D.,** Assistant Professor of Management, Chicago State University, Chicago, Illinois

Time is like money . . . unless you plan its use . . . it will slip away. This session will show you how to take control of your time and to get those things accomplished that you have been "putting off" because you did not have enough time. It will focus on establishing goals, setting priorities, meeting deadlines and examining basic causes for procrastination. Get rid of the superwoman syndrome . . . defeat the paperwork monster . . . say "no" and unclutter your environment . . . tame the telephone . . . double your decisiveness . . . set attainable performance goals, and reach those goals by **Taking Control Of Your Time.**

A = FRI 10:00 a.m. — 11:45 a.m.  
B = FRI 2:30 p.m. — 4:15 p.m.  
C = SAT 10:15 a.m. — 12 Noon  
D = SAT 1:00 p.m. — 2:45 p.m.

## 25. THE POSTAL WORLD OF EMPLOYMENT AND DEVELOPMENT

### SPEAKER:

**Dorothy A. Lambert,** Manager, Employment and Development, Chicago Division

Learn about Job Evaluation and Organizational Staffing. Discover how positions are established and upgraded. Get "first-hand" information on the Management Associate and Management Trainee Programs. Attend this learning experience and be brought up-to-date on the PREP Program, the PCES Program and the MAS Instructor Program, in other words, learn the **New Postal World of Employment and Development.**

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D = SAT 1:00 p.m. — 2:45 p.m.

## 26. HOW TO SURVIVE THE LOSS OF LOVE

### SPEAKER:

**Rosalynn T. Gilson;** Psychotherapist, Chicago, Illinois

The loss of a loved one through death, incarceration, divorce, break-up or geographic move is universal . . . "When 'Mother Nature' erases, she is ready to write again." How can a person fully grieve, accept the resulting emptiness inside and then be open to new possibilities. Come prepared to Look At, Listen To, and Be In Touch with your need to Let Go, To Grieve, to Rebuild, and to Move On. This session will focus on **How to Survive the Loss of Love regardless of the reason.**

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C = SAT 10:15 a.m. — 12 Noon

**CHICAGO . . . THE PLACE TO BE!**

## 27. MARKETING . . . THE NEW IMAGE OF THE POSTAL SERVICE

### SPEAKERS:

**Betty Charles,** Manager, Merchandise and Promotions Chicago Division

**Ellen L. Underwood,** Manager, Technical Sales and Services, Chicago Division

It's Creative! It's Innovative! It sprang from the realignment of '86. This session will cover the added career opportunities in the new and expanded function of Marketing and Communications. What is marketing? What part does it play in the new Postal Service? What are the new jobs - what will they accomplish? what are the qualifications? It's an Exciting, Competitive World . . . Marketing . . . Don't Miss It!

A = FRI 10:00 a.m. — 11:45 a.m.  
B = FRI 2:30 p.m. — 4:15 p.m.  
D = SAT 1:00 p.m. — 2:45 p.m.

## 28. CORPORATE GODFATHER . . . A WAY UP

### SPEAKER:

**Dr. Harry M. Hardwick, Ph.D.,** Assistant Commissioner Public Works, Chicago, Illinois

Learn the Who, What, How and Why of Mentoring. A Mentor or "Corporate Godfather" can help you accelerate your career through Counseling, Teaching and Coaching. Become a "Fast-tracker." Learn who makes a good Mentor, how to select yours and pitfalls to avoid. This session will focus on the mutual benefits of mentoring and how to cultivate mentor-mentee relationships . . . Remember, it's "Who Knows You" . . . **that Counts!**

A = FRI 10:00 a.m. — 11:45 a.m.  
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D = SAT 1:00 p.m. — 2:45 p.m.

## 29. A CAREER CHANGE . . . FINANCE

### SPEAKERS:

**Walter L. Henderson,** Manager, Accounting Service Chicago Division

**Karen C. Savage,** Acting Accounting Service Specialist Chicago Division

Learn how Finance interfaces with the other Postal departments...Sharpen your awareness and recognize your potential...This session will focus on the "How-To's" of Finance and will enable you to start immediately planning for a Career Change. You will develop an in-depth understanding of Finance and will learn the language of the "Company" - the **U.S. Postal Service.**

A = FRI 10:00 a.m. — 11:45 a.m.  
B = FRI 2:30 p.m. — 4:15 p.m.  
C = SAT 10:15 a.m. — 12 Noon

**30. THE CUTTING EDGE . . . THE 991****SPEAKERS:**

Linda L. Silverio, Manager, Training, Gary MSC  
Karl R. Jackson, Manager, Training, Chicago Division

Look forward to the competitive jobs . . . Join The Race, and be prepared to keep your career moving on target! Know that The "Cutting Edge" is **THE 991**. It will speak for you in your absence. How you completed this vitally important document will determine whether or not you will be interviewed. Attend this session and learn the important strategies, and up-to-date methods for Show Casing Your Knowledge, Your Skills and Your Abilities!

A = FRI 10:00 a.m. — 11:45 a.m.  
B = FRI 2:30 p.m. — 4:15 p.m.  
C = SAT 10:15 a.m. — 12 Noon  
D = SAT 1:00 p.m. — 2:45 p.m.

**31. YOUR GOOD NAME . . .  
DON'T MISUSE IT****SPEAKERS:**

Charles N. Edmonds, Financial Planner  
Waddell & Reed Financial Services  
Constance Coleman, Financial Planner  
Waddell & Reed Financial Services

Earn, Save, Invest - key words to financial stability. Your financial credibility plays an important part in your personal and professional life. Can you really **Manage** a Career if you **Cannot Manage Your Pay Check**? This session will focus on budgeting to allow you to keep "your good name" and teach you the fundamentals of **Saving** and **Investing**.

A = FRI 10:00 a.m. — 11:45 a.m.  
B = FRI 2:30 p.m. — 4:15 p.m.  
D = SAT 1:00 p.m. — 2:45 p.m.

**32. P.R.I.D.E. . . .****SPEAKER:**

Ingrid Wallace, Associate Director  
Training Systems, Inc.  
Evanston, Illinois

"Taking P.R.I.D.E." shows us that 100 percent responsibility begins with managing ourselves. It provides individuals with an awareness of the behaviors that can block success and an attitude shift that promote changes and a commitment to excellence. Learn to take responsibility for achieving results. Take charge of your life and experience more success and satisfaction!

A = FRI 10:00 a.m. — 11:45 a.m.  
B = FRI 2:30 p.m. — 4:15 p.m.  
SAT 10:15 a.m. — 12 Noon  
SAT 1:00 p.m. — 2:45 p.m.

**33. DEALING WITH DIFFICULT PEOPLE****SPEAKER:**

Barbara McKinney-Jackson, Psychotherapist  
Chicago, Illinois

All of us have people in our lives who present real challenges to us - because they're hard to deal with. Interactions with them tend to result in anger and frustration. You give your power away and then wonder why you feel so helpless. This session will help you identify **How** and **Why** you get stuck in these No-Win situations, and you will learn some strategies for Coping and Changing the patterns of these Difficult People.

A = FRI 10:00 a.m. - 11:45 a.m.  
B = FRI 2:30 p.m. — 4:15 p.m.  
D = SAT 1:00 p.m. — 2:45 p.m.

**We Take  
Great Pains  
To Ensure You  
A Quality  
Learning  
Experience**

## General Information

**The Chicago Division Affirmative Action Branch** has planned this Career Awareness Conference for the benefit of all employees interested in working towards career advancement and self-growth.

**All Sessions are:**

1. **Attended on a voluntary basis**
2. **Informative**
3. **Self-developmental**
4. **Career-developmental**

**Sessions will be filled as registration forms are received.** When room capacity is filled for first and second choices, the Affirmative Action Coordinator reserves the right to re-schedule registrants depending on availability of other sessions. Early registration is required for choice selections.

**Tax Deduction of Expenses:** An income tax deduction is allowed for expenses of education (including travel, meals and lodging), undertaken to maintain and improve skills. (See Treasury Regulations 1-162-5, Coughlin vs Commission 203 F 2nd 307).

**NOTE: Retain Copies Of Your Expenses!**

**If an Emergency Conditions Warrants Refund of Registration Fee,** a written request must be submitted to the Affirmative Action/EEO Programs Coordinator, 433 West Van Buren Street, Room 302-A, Chicago, Illinois 60607-9431. The registration fee cannot be refunded if request is received after April 8, 1987. Tickets for conference events will be included in the packets issued at registration.

**Lost or Misplaced Tickets Cannot Be Replaced.**

**No Personal Checks Accepted After April 3, 1987.** Registrations received after that date, must be accompanied by a Money Order or a Certified Check, or Cash.

### WORKSHOP ADMISSION

Badges will be provided for workshop registrants. Please be sure to wear your badge when attending workshops. The Monitors will be checking badges at the door prior to each workshop. Should you lose your badge, please report to the Registration Desk on the Concourse Level.

**Use the Conference Schedule on Pages 12-13  
to Help You Schedule Sessions**

**BRING-A-FRIEND**

# The Conference Schedule

<b>A</b>	<b>FRIDAY APRIL 10 10:00 a.m. to 11:45 a.m.</b>	1 Chicago Division ...Rap With The Brass	3 Central Region...A View From The Top	4 Meet...The Mountain Climbers	5 How To Get "Your Stuff" Together	6 Your Job, Your Kids, Your Significant Other...And You	8 Affirmatively Speaking...	10 Be Informed ...Know The Law
		19 Parenting In The '80s	20 So You Want To Be A Postmaster	21 Avoiding The Plateau Trap	22 Personal, Powerful And Professional	23 Managing The "New Generation"	24 Taking Control Of Your Time	25 The Postal World Of Employment And Development
<b>B</b>	<b>FRIDAY APRIL 10 2:30 p.m. to 4:15 p.m.</b>	1 Chicago Division ...Rap With The Brass	3 Central Region...A View From The Top	4 Meet...The Mountain Climbers	5 How To Get "Your Stuff" Together	6 Your Job, Your Kids, Your Significant Other...And You	8 Affirmatively Speaking...	10 Be Informed ...Know The Law
		19 Parenting in The '80s	20 So You Want To Be A Postmaster	21 Avoiding The Plateau Trap	22 Personal, Powerful And Professional	23 Managing The "New Generation"	24 Taking Control Of Your Time	25 The Postal World Of Employment And Development
<b>C</b>	<b>SATURDAY APRIL 11 10:15 a.m. to 12 Noon</b>	1 Chicago Division ...Rap With The Brass	2 Looking At Postal Careers With A New Perspective	3 Central Region...A View From The Top	5 How To Get "Your Stuff" Together	6 Your Job, Your Kids, Your Significant Other...And You	7 An Integrated Approach to Career Planning	8 Affirmatively Speaking...
		17 Get Your Act Together	21 Avoiding The Plateau Trap	22 Personal, Powerful, and Professional	24 Taking Control Of Your Time	25 The Postal World Of Employment And Development	26 How To Survive The Loss Of Love	28 Corporate Godfather ...A Way Up
<b>D</b>	<b>SATURDAY APRIL 11 1:00 p.m. to 2:45 p.m.</b>	2 Looking At Postal Careers With A New Perspective	4 Meet...The Mountain Climbers	5 How To Get "Your Stuff" Together	7 An Integrated Approach To Career Planning	9 A Challenging Career... Maintenance	10 Be Informed ...Know The Law	11 Whole-Brained Communication
		22 Personal, Powerful And Professional	23 Managing The "New Generation"	24 Taking Control Of Your Time	25 The Postal World Of Employment And Development	27 Marketing ...The New Image Of The Postal Service	28 Corporate Godfather ...A Way Up	30 The Cutting Edge...The 991

## FRIDAY, APRIL 10

1:15 p.m.—2:15 p.m.

### GENERAL ASSEMBLY

#### Keynote Speaker

Jerry K. Lee

Regional Postmaster General

Central Region Headquarters

Chicago, Illinois

Grand Ballroom—East Tower

5:00 p.m.—6:15 p.m.

### GENERAL SESSION

#### "Life-Is-Career"

Dr. Lee J. Richmond

Professor, Counseling and Human Development

Loyola College

Baltimore, Maryland

Regency Ballroom—West Tower

8:00 p.m.—Midnight

### ATTITUDE ADJUSTMENT

"Meet, Greet and Get Acquainted"

Regency Ballroom

## SATURDAY, APRIL 11

8:00 a.m.—9:00 a.m.

### CONTINENTAL BREAKFAST

Grand Ballroom-Foyer

9:00 a.m.—10:00 a.m.

### GENERAL ASSEMBLY

"Coming Of Age"...U.S. Postal Service

#### Keynote Speaker

Forest D. Anderson

Acting Field Division General Manager/Postmaster

Grand Ballroom

# -A-Glance

S	12 Actions Speak Louder Than Words	13 Reach For The Sky	15 Platform Skills	16 The Art Of Negotiating ...Win Or Lose	17 Get Your Act Together	18 USPS...A Changing Organization	
	27 Marketing ...The New Image Of The Postal Service	28 Corporate Godfather...A Way Up	29 A Career Change ...Finance	30 The Cutting Edge...The 991	31 Your Good Name...Don't Misuse It	32 P.R.I.D.E.	33 Dealing With Difficult People
S	12 Actions Speak Louder Than Words	13 Reach For The Sky	15 Platform Skills	16 The Art Of Negotiating ...Win Or Lose	17 Get Your Act Together	18 USPS...A Changing Organization	
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	10 Be Informed ...Know The Law	11 Whole-Brained Communications	12 Actions Speak Louder Than Words	13 Reach For The Sky	14 Emotional Conflict In The Workplace	15 Platform Skills	16 The Art Of Negotiating ...Win Or Lose
	30 The Cutting Edge...The 991	32 P.R.I.D.E.					
	14 Reach For The Sky	15 Platform Skills	16 The Art Of Negotiating ...Win Or Lose	17 Get Your Act Together	18 USPS...A Changing Organization	20 So You Want To Be A Postmaster	21 Avoiding The Plateau Trap
	32 P.R.I.D.E.	33 Dealing With Difficult People					

## DAY, APRIL 11

p.m.—7:45 p.m.

**RECEPTION**  
Ballroom—Foyer

p.m.—12:30 a.m.

**BANQUET**

**Keynote Speaker**  
Frances Berry, Ph.D., J.D.

**Professor-of-Law**  
**Public Speaker**  
Howard University  
Washington, D.C.

**DANCING**  
and Ballroom

## SUNDAY, APRIL 12

8:00 a.m.—9:00 a.m.

**BREAKFAST**

9:00 a.m.—10:00 a.m.

**PROGRAM**

**Keynote Speaker**  
Allen T. Lanier  
Postmaster  
Guyton, Georgia

10:00 a.m.—11:30 a.m.

**"DRESS FOR SUCCESS"**

**Fashion Coordinator**  
Laura K. Holland  
Chicago, Illinois  
**Fashion Commentator**  
Elizabeth Power  
Power Unlimited  
Chicago, Illinois  
**Grand Ballroom**



## Hotel Information

**Deadline for Special Conference rates:**  
**March 27, 1987**

**Hotel Reservations**—Please call in your hotel reservations directly to:

Hyatt Regency-Chicago  
151 East Wacker Drive  
Chicago, Illinois 60601-3709  
Phone Numbers  
— 1-800-228-9000 (Toll Free)  
— 312-565-1234

**Room Rates:** Single — \$40.00 per night +  
10.1% tax  
Double — \$48.00 per night +  
10.1% tax

Parking \$5.00 per day for **registered guest**.  
**Submit your parking ticket to the Registration Desk for Parking Validation.**

Each person will be responsible and billed individually for hotel accommodations. Payments are to be made directly to the hotel and may be paid by cash or most major credit cards. Personal check payments require driver's license and two other pieces of identification. The bill must be paid prior to checkout time, **Sunday, April 12, 1987, at 12:00 noon**, the Bellmen will be happy to store your luggage until your departure.

**Please be aware of the Hyatt Passport and Express Check-Out:**

**1) Hyatt Passport**—The Hyatt Passport is a unit similar to an automatic bank teller machine, which allows a hotel guest with reservation to **Check-In** and **Out** using a Major Credit Card.

THE AUTOMATIC TERMINALS WILL ALLOW THE GUEST TO AVOID ANY DELAY IN **CHECKING-IN** OR **CHECKING-OUT**.

**2) Express Check-Out**—If you presented a credit card upon **Check-In**, simply fill out the information on the page of the **Passport** (color green), and leave this page of your **Passport** at the concierge desk on day of departure.

Your account will be processed through your credit card, and if you desire, the **Hyatt** will send you an itemized statement for your records immediately upon your departure.

### **MAKE YOUR HOTEL RESERVATIONS EARLY**

**WHEN CALLING THE HOTEL—**

YOU MUST INDICATE THAT YOU ARE WITH THE CHICAGO DIVISION CAREER AWARENESS CONFERENCE FOR THE SPECIAL REDUCED ROOM RATES.

**Use the Conference Schedule on Pages 12-13  
to Help You Schedule Sessions**



## About Our Speakers

**COUNTEE S. ABBOT**—Manager, EEO Complaints Processing, Chicago Division. Formerly the Chicago Post Office Equal Employment Opportunity Specialist, Mr. Abbott now manages the Equal Employment Opportunity Program for the Chicago Division. He performed in the position of Manager, Postal Employee Development Center and was a member of the highly acclaimed "Skunk Team." Mr. Abbott was also the President, District 7, of the National Alliance of Postal and Federal Employees.

**FOREST D. ANDERSON**—Acting Field Division General Manager/Postmaster, Chicago Division. Mr. Anderson has been with the Postal Service for 40 years. He received his first management appointment to Supervisor of Mails in 1955 and continued to advance—resulting in his serving at every level in the former Mail Processing Division. He was formerly Director of Mail Processing which has been restructured due to the reorganization of 1986. Mr. Anderson is a PCES Executive.

**DARROW D. ANDREWS**—Manager, Communications, Chicago Division, graduated from Temple University with a Bachelor of Arts Degree in Journalism. He started his communications career in the radio/news field where he was formerly employed as a Newswriter for WIND—Talk Radio. Mr. Andrews is also an Associate Minister with the Living Hope Missionary Baptist Church.

**ROSEMARY W. ARRINGTON**—Image Consultant, Arrington and Associates. Before establishing herself as an independent image consultant—devoted to helping people develop their best image—Ms. Arrington worked for 15 years as an executive in private industry. Formerly an Insurance Broker—consultant for the largest firm of its kind worldwide, Marsh & McLennan, Inc., she consulted with international and many multi-national firms in the areas of design and in the implementation of various programs. Her experience is with major corporations and trade associations.

**MARY FRANCES BERRY**—Professor of History and Law, Howard University, Washington, D.C. Since 1980, she has served as Commissioner of the U.S. Commission on Civil Rights. In 1983, she was reinstated by the federal district court to her position as Commissioner after being fired by President Reagan who sought presidential control of the commission. Dr. Berry was the former U.S. Assistant Secretary for Education, Department of Health, Education and Welfare—where she supervised a budget of nearly 13 billion dollars. She has received numerous honorary doctoral degrees and several awards for public activities and scholarship—including the NAACP's Roy Wilkins Award, the Image

Awards, and the Rosa Parks Award. She is a founder of the Free South Africa movement. A published author, Dr. Berry has generated five books on constitutional history and civil rights law. They are: Black Resistance/White Law: A History of Constitutional Racism in America; Military Necessity and Civil Rights Policy: Black Citizenship and the Constitution 1861-1868; Stability, Security and Continuity; Mr. Justice Burton and Decision-Making in the Supreme Court 1945-1958; Long Memory: The Black Experience in America (co-author, John W. Blassingame); Why ERA Failed: Politics, Women's Rights, and the Amending Process of the Constitution—and a number of articles and essays.

**IDA J. BOHANNON**—Affirmative Action/EEO Programs Coordinator. Formerly, the Chicago Post Office District Women's Program Coordinator, Mrs. Bohannon has successfully organized and managed, the largest Career Awareness Conference in the Postal Service. Mrs. Bohannon devotes much of her time to extracurricular activities of the Church as well as to numerous civic and professional organizations—from which she has received countless achievement awards and recognition for her support. She was a member of the National Board of Women In Management and received their award "Women of Achievement." She was former president of the Federal Women's Program (FWP) and Federally Employed Women (FEW), and during her administration with FEW, she received recognition for having the largest and most successful FEW Chapter in the Great Lakes Region in terms of membership. Mrs. Bohannon remains active speaking, and lecturing for church and other civic organizations. Her expertise lies in the areas of working with people, organizing, motivating, and administering. She attended Northwestern University.

**GARY E. BOOTH**—Manager, Mail Transport Equipment Center (MTEC), Forest Park, Illinois. Mr. Booth joined the Post Office in 1976 as an MPE Mechanic (PS-7). He has held the positions of: Supervisor, Buildings and Equipment; Superintendent, Maintenance; Superintendent, Technical Maintenance; and Director, Plant Maintenance. He is knowledgeable in many areas and is currently pursuing advanced studies at Morton College. He is also a PCES Candidate.

**ELIZABETH A. BROWN**—Field Director, City Operations, North Suburban Division. Formerly Tour Manager of Mail Processing with the Chicago Post Office, Ms. Brown has held the positions of: Tour Administrator, Safety Specialist, Officer-in-Charge, Delivery and Collection Supervisor and Tour Superintendent. She

also successfully completed the Management Associate Program and holds a Bachelor of Science Degree in Psychology from Loyola University and a Juris Doctorate Degree from John Marshall Law School.

**SHIRLEY A. BROWN**—Manager, Plant and Equipment Engineering, AMF O'Hare. Ms. Brown has been with the Postal Service for 20 years. She started as a Distribution Clerk and entered the Maintenance craft after five years of service. She has been in Maintenance management since 1975 and in her present position for the past three years. Ms. Brown is active on the Safety Committee, Affirmative Action/EEO Committee and has acted as Coordinator of the Bond Drive and Combined Federal Campaign.

**KENNETH A. BRYANT**—Acting Director, Mail Processing, Gary, Indiana. Mr. Bryant began his postal career in April 1958 as a sub-Clerk. Now in his 28th year of postal service, Mr. Bryant has held the positions of Foreman—Mails, Tour Superintendent and Manager of Distribution. Mr. Bryant has participated in various phases of postal training and he has worked with survey teams at different offices within the Postal Service—making him knowledgeable in many phases of postal operations.

**GLADYS N. BRYER**—Regional Counsel, Central Region Headquarters. Ms. Bryer directs a staff of attorneys who provide legal advice, services and support for regional postal officials. Prior to joining the Postal Service in 1982, Ms. Bryer was Assistant General Counsel for the Title Insurance Company. She also worked in the real estate department of the Chicago law firm Sonnenschein, Carlin, Nath and Rosenthal. She graduated from the Northwestern University School of Law and received her Master's Degree in Political Science from the University of Chicago. She received her Bachelor of Arts Degree, Cum Laude, from Northwestern University.

**BETTY CHARLES**—Manager, Merchandise and Promotions, Chicago Division. The former Superintendent of Customer Services Representatives, Ms. Charles has been with the Postal Service for 27 years. She came into the Postal Service as a Distribution Clerk and later joined Employee and Labor Relations. The majority of her career has been with Customer Services. She attended the Chicago City Colleges, Chicago State University and the University of Illinois.

**CECIL R. COLEMAN**—Vice President, Harris Trust and Savings Bank. Mr. Coleman joined the \$9 billion-dollar corporation in 1965 as a trainee. He worked his way through the ranks securing positions in Trust Tax, Personal Banking, Training, Personnel, and managing National Accounts. He is responsible for all marketing strategies and administrative services for pension, profit-sharing, welfare and stock-benefit plans for medium-sized companies. He has managed accounts ranging from \$5 million to \$250 million, and generates approximately \$3.5 million dollars in annual income for the bank. Mr. Coleman holds a Bachelor of Arts Degree in Banking from Northwestern University and has completed graduate and professional work at DePaul University, Chicago. He is the recipient of the Black Achiever, Jaycee of the Month, Harris Bank Achiever, and various other awards.

**CONSTANCE COLEMAN**—Financial Planner, Registered Representative, Waddell and Reed, Inc. Received a Bachelor of Science Degree in Education from Northern Illinois University and completed studies at the University of Ghana, West Africa and at the University of the West Indies.

**VICTORIA DOREE COLEMAN**—Administrator for the Affirmative Action Program, Jones Brothers Construction Corporation. Jones Brothers is construction manager and general contractor for the American Airlines Expansion and Renovation Project at Chicago's O'Hare International Airport. As Affirmative Action Officer, Ms. Coleman has primary responsibility for developing and implementing the American Airlines Affirmative Action/Equal Employment Opportunity Program and fostering contracts with minority and female business enterprises. Dr. Coleman is president/owner of two companies: The Coleman Group—a Management Consulting firm, and DAF, LTD., which specializes in vending and concessions. Her education background includes a Bachelor's Degree in Political Science and a Master's Degree in U.S. and Latin American History from the University of Iowa; a Master's Degree in Counselor Education from Northern Illinois University; and a Doctorate in Counseling Psychology from Rutgers University. Dr. Coleman has conducted research in career development and vocational psychology, her areas of expertise.

**DEVELT CROCKETT**—Acting Controller, Chicago Division. Formerly the Manager of Budget and Cost Analysis, Mr. Crockett has over 25 years of Postal Service. He has held the positions of Distribution Clerk; Supervisor, Mails; Supervisor, MPLSM; Management Trainee and Budget Officer. Mr. Crockett attended Chicago State University and holds a Bachelor of Science Degree in Business Administration.

**EDWARD J. DENHAM**—Postmaster, LaPorte, Indiana. A 22-year veteran of the Postal Service, Mr. Denham began his career as a Carrier. He has held the positions of: Supervisor, Delivery and Collections; MSC Manager, Delivery and Collections; Postmaster, Chesterton, Indiana; Officer-in-Charge, Whiting, Indiana; and Superintendent of Postal Operations, Michigan City, Indiana. Mr. Denham is a graduate of Purdue University and holds a degree in Industrial Engineering.

**CHARLES N. EDMONDS**—Financial Planner—Registered Representative, Waddell and Reed, Inc. Mr. Edmonds recently retired from the Chicago Post Office as a Customer Services Representative with 30 years of creditable service. He is also a member of the International Association of Financial Planners. Mr. Edmonds received an Associate Degree from Chicago's Loop College. He also attended Chicago State University and has 20 years of experience in the financial planning field.

**MARY S. ELCANO**—Executive Director, Office of Equal Employment, Headquarters, Washington D.C. Ms. Elcano was a Litigation Attorney for eight years—six of which she specialized in Labor Law. Before joining the Employee Relations Department where she is a PCES Executive, she was a Senior Trial and Appellate Attorney in Postal Service Headquarters, Office of Labor Law. Ms. Elcano received a Bachelor's Degree, Cum Laude, from Lynchburg College and did graduate work at Harvard University. She received her J.D. from Catholic University.

**GEORGE R. FORTUNE**—Employee Relations Program Analyst, Regional Office, Chicago. A 30-year postal veteran, Mr. Fortune studied at Wichita State University and did graduate work at the Universities of Virginia, Illinois and Michigan. He began his career as a Railway Postal Clerk and joined management in 1967 in the old Wichita Region, Operations Department. After securing a detail in Washington as a Grievance Appeals Examiner in 1969, he became the Manager of the Regional EEO Branch in 1971. He has since served as Manager of Employee Development and Human Resources Management. His principal areas of concentration are affirmative action, EEO complaint management, nonbargaining selections and some aspects of safety management.

**ELDRIDGE T. FREEMAN JR.**—Director of the Business Laboratory Honors Program, Chicago State University. Dr. Freeman's educational achievements include completion of the work for a Master of Science Degree in Administration from Indiana University; completion of the work for a Master of Arts Degree in Administration from Northeastern University; and, completion of his Doctor of Philosophy (PH.D.) in Management at California Western University.

**WINIFRED WATSON-FRENCH**—Guidance Coordinator, Chicago Board of Education. Dr. French received her Bachelor of Education and Master of Science degrees from Chicago State University. She later attended the University of Illinois and earned her Doctor of Education Degree. Dr. French is a Member of Phi Delta Kappa, Phi Kappa Phi and Delta Sigma Theta Sororities.

**JOHN M. FRISBY**—Regional Director, Planning. Mr. Frisby joined the Postal Service in 1971 as an Industrial Engineer at the former Amarillo District. He has served as Director of Mail Processing in Birmingham, the Oklahoma District and the Texas District. He also served as Director of Finance for the North Texas District, General Manager, Decision Support Systems at Headquarters. Mr. Frisby took a leave of absence in August of 1978 to design the small bar code mail processing system the Postal Service uses today. He sold the patent rights to Stevens Industries—later purchased by Bell and Howell—and the Postal Service awarded a contract to manufacture machinery for the system. He was named Regional Director of Planning effective April 2, 1986. Mr. Frisby is responsible for establishing long-term goals, plans and programs for the Central Region and coordinating/ implementing them with other regional directors. He is also responsible for the automation of the distribution of all executive support information for central region managers. Mr. Frisby earned his Bachelor's Degree in Industrial Engineering from the University of Wyoming and his Master's Degree in Engineering from Texas A & M University. His educational background also includes a Master's in Business Administration from West Texas State University.

**ROSALYNN T. GILSON**—ACSW, CSW, Psychotherapist and Consultant. Ms. Gilson completed graduate training at the University of Chicago in Clinical Social Work and received a bachelor's degree from Roosevelt University. Ms. Gilson has a unique range of professional experience—having worked extensively with young children, adolescents, adults and the elderly in a variety of settings. During her career she has functioned in the capacity of direct service worker, program developer, supervisor and administrator. Additionally, she has served as a consultant to both private and public agencies. Ms. Gilson is certified by the State of Illinois, is a member of the Academy of Certified Social Workers and is listed in the national register of Clinical Social Workers.

**NANCY L. GEORGE—MSC**  
Manager/Postmaster, Middlesex-Essex, Woburn, Massachusetts. Ms. George joined the Postal Service in 1966 as an Inspection Service Management Intern. She was later appointed Assistant Chief Postal Inspector, Administration; then to Assistant Postmaster General, Employee Relations, Headquarters; and later to the post of Executive Assistant to the Postmaster General. She received her Bachelors degree from American University in Washington, and her Master's Degree from the University of Maine. Ms. George is a PCES Executive.

**CELESTINE GREEN—MSC**  
Manager/Postmaster, Gary, Indiana. A 23-year postal veteran, Ms. Green became the first woman to manage a sectional center in Indiana in January 1986. In addition, she takes over as the first woman MSC Manager/Postmaster in Gary, Indiana as of January 1987. Mrs. Green began her postal career as a Distribution Clerk at the Chicago Post Office in 1963. She has held a variety of postal positions including: Foreman of Mails, General Foreman, Labor Relations Specialist, Master Instructor, Industrial Engineer and Postmaster at Hazelcrest, Illinois. She returned to Central Region Headquarters in 1980 as Employee Development and Training Specialist and also held the position of Manager, Central Region Equal Employment Opportunity Branch. Mrs. Green holds a Bachelor's Degree in Business Management and a Master's Degree in Public Administration from Governors State University. Mrs. Green is a PCES Executive.

**THEOPHILUS E. GREEN—Psy. D., Clinical Director, Associated Psychological Services.** Dr. Green holds a Doctorate in Clinical Psychology and is a registered psychologist. He is a member of the American Psychological Association, the Association for Black Psychologists, and the Mental Health Association of Greater Chicago. Dr. Green received a Bachelor of Science Degree from Northwestern University. He also received his Master's Degree from Northwestern University and a Doctorate from the Illinois School of Professional Psychology.

**HARRY M. HARDWICK—Assistant Commissioner, Public Works of Chicago.** Formerly, the Director of Research Analysis, Illinois Bureau of Employment Security, Dr. Hardwick has a strong background in management, finance, and data processing. His responsibility included the statistical and economic data in relation to the labor market, unemployment insurance and job applicant data. He has a greater degree of responsibility in his present position. Dr. Hardwick's educational achievements include a Bachelor of Science Degree in Business and Computers, a Master's Degree in Public Administration from Roosevelt University and a Master's Degree in Philosophy. Dr. Hardwick is adjunct professor at Chicago State University's School of Business.

**MILTON L. HEALY—Regional Director, Finance, Central Region.** Mr. Healy oversees the financial operations of more than 10,000 post offices, seven bulk mail centers and seven airport mail facilities. He joined the Postal Service in 1954 with the former Regional Controller's office in Richmond, Virginia. He received increasing responsibilities, becoming head of Automatic Data Processing. He was subsequently appointed as Director of the St. Louis Postal Data Center, managing the data center until he secured his present position. A native of Middlesex County, Virginia, Mr. Healy attended the College of William and Mary, the University of Richmond and the Federal Executive Institute of Charlottesville—all in Virginia. He and his wife reside in Downers Grove, Illinois.

**WALTER L. HENDERSON—Manager, Accounting Services, Chicago Division.** With 25 years of postal service, Mr. Henderson has spent fourteen of those years in association with the Finance Division. He has held such positions as: Manager, Systems Compliance; MSC Director, Finance; Manager, Budget & Cost Analysis; Postal Data Systems Management Officer and Postal Source Data Technician—to name a few. As a member of the Finance Committee of his church, and as the bookkeeper, Mr. Henderson tends in excess of \$175,000 annually in cash flow. He is a PCES Candidate.

**LUCIANO R. HERNANDEZ—EEO Counselor/Investigator.** As former Hispanic Program Specialist, Mr. Hernandez was detailed six months to the Central Region as Hispanic Program Coordinator where he acted as administrator for the program throughout the 13-states central region. Former chairman of the Federal Executive Board, and the Hispanic Employment Program, Mr. Hernandez attended Loop College and the University of Illinois, Chicago.

**JAMES M. HOLMES—Regional Director, Human Resources, Central Region.** Mr. Holmes is responsible for developing and tracking human resource programs throughout the regional area. He formerly worked in the position of Director of Employee and Labor Relations for the Northern Illinois District Office. Mr. Holmes' postal career began in 1974 as a Regional Labor Relations Representative. He went on to serve in many key areas of what we now know as Human Resources. Before joining the Postal Service, Mr. Holmes held a management position in employee and labor relations for Texaco, Inc., and he worked as a management trainee with Field Communications in Chicago. A native Chicagoan, Mr. Holmes earned a B.A. in Sociology from John Carroll University. He has completed the American Management Association's management course and attended graduate school at Lewis University.

**PLEAS L. HONEYWOOD—EEO Counselor/Investigator, Chicago Division.** Mr. Honeywood is a teacher with the Psychic Research Foundation and is Associate Minister of Canaan Baptist Church. He has been with the Postal Service for 26 years. Starting as a Distribution Clerk, Mr. Honeywood held the positions of Supervisor of Mails and Offset Press Operator. He attended Chicago State University.

**PATRICIA HUGULEY—Tour Manager, Mail Processing.** Formerly, the Superintendent of Registry, Chicago, Ms. Huguley has 23 years of postal service experience in Employee Relations and Mail Processing. She assisted in the development of a nationwide training program for registered Mail. She was the former Superintendent, Kansas City, Missouri.

**BARBARA McKINNEY JACKSON—Proprietor and Psychotherapist, Jackson & Associates.** Ms. Jackson holds a Bachelor of Arts Degree from the University of Illinois, Champaign-Urbana, a master's degree from the School of Social Service Administration, University of Chicago and she's a masters candidate at Roosevelt University, Chicago, Illinois. She also holds a post graduate Employee Assistance Program Certificate from the Loyola University School of Social Work. She has over 15 years experience working in direct service to individuals and organizations as a counselor, trainer and consultant.

**KARL R. JACKSON—Manager, Training, Chicago Division.** A graduate in Economics and Management from the University of Illinois, Mr. Jackson completed the certification requirements for Business Teacher Education at Chicago State University. In addition, Karl has 27 graduate hours of study to his credit at Roosevelt University. Karl did not start his academic career until he was thoroughly comfortable in his postal career. Mr. Jackson began his career in 1960 as a Distribution Clerk. In 1970, he became Supervisor of Mails and was later promoted to Operations Instructor, Acting Supervisor MPLSM, Training and Development Specialist and Senior Training and Development Specialist.

**SHARON C. KAO—Manager, Support Services, Chicago Division.** Mrs. Kao is responsible for the design and construction of postal facilities, development and execution of facility planning, procurement activities, supply and material management, implementation and operation of administrative management systems. With a master's degree from the University of Illinois, and a Bachelors Degree in Architectural Engineering from Cheung Kung University, Taiwan, Mrs. Kao has acquired much experience. She practiced architecture for 18 years before joining the Postal Service in October, 1986.

**LINDA K. KEMP**—Career Development Specialist, Headquarters, Washington, D.C. Ms. Kemp began her postal career as a Postal Assistant in the Oklahoma City Post Office in 1970. She has served as Acting District Women's Program Manager, Psychologist Trainee and Management Analyst. She holds Master's Degrees in Education from Central State University and the Johns Hopkins University with concentrations in Business, Adult Education and Career Counseling/Development. She is active in professional training, counseling and developmental organizations.

**HENRY H. KLEIN**—Operations Manager, AMF O'Hare. A 25-year postal veteran, Mr. Klein has been in management for 17 years in such positions as Supervisor, Mails, General Supervisor, Quality Control Supervisor, Industrial Engineer, Postal Operations Officer and Quality Control Manager. He has received various certificates for developing and instructing scheduling and staffing teams. He also holds a degree in Data Processing.

**ROBERT J. KUNKEL**—Field Director, Human Resources, St. Paul Division. Formerly, Manager, Employee Relations and Manager of P.E.D.C. - Chicago Post Office. Was Organization Analyst, Headquarters, Washington, D.C. where he assisted in the development of procedures and implemented plans for reorganization programs. He holds a Master's Degree in Employment Counseling from St. Cloud State College.

**DOROTHY A. LAMBERT**—Manager, Employment and Development—Chicago Division. Starting her career as a Distribution Clerk, Mrs. Lambert has held the following positions: Personnel Clerk, Personnel Assistant, Compensation Specialist, and Sr. Compensation Specialist. Ms. Lambert attended the University of Arkansas School of Nursing and is a licensed practical nurse. She also attended Olive-Harvey College, Roosevelt University, and is presently pursuing studies in Business Administration at Chicago State University.

**ALLEN T. LANIER**—Postmaster, Guyton, Georgia. Mr. Lanier has more than 24 years of management experience in both the public and private sectors. He maintains an office in Washington, D.C. where he edits a management magazine. He is a noted humorist, a journalist, a motivator and a much sought-after speaker in and out of government. He is the recipient of more than a dozen citations for his achievements in developing various programs and training systems for public and private institutions, and he travels more than 100,000 miles a year delivering addresses and seminars on such topics as personal motivation, time management, and stress. Mr. Lanier has served a number of details at the sectional center, district and regional levels. He completed undergraduate studies at the University of Tennessee.

**GEORGE G. LAUBER**—Manager, Mail Processing, AMF O'Hare. Mr. Lauber is a 26-year postal veteran with—21 years in management. Most of his managerial experience has been acquired in Mail Processing, where he has held positions at MSC North Suburban and the Bulk Mail Center. He also served in several large associate offices as Officer-in-Charge gaining exposure in the area of Customer Services. As a Step 2 Labor Relations Designee for over two years, Mr. Lauber is also very knowledgeable in craft unions.

**JACK LAZARD, JR.**—Field Director, Marketing and Communications. Formerly Manager/Postmaster of the Brooklyn MSC. Mr. LaZard is presently responsible for Accountable Papers, Communications, Commercial Accounts, Consumer Affairs, Merchandise and Promotion, Technical Sales and Services. He began his career with the Postal Service in 1949 as a Distribution Clerk in St. Louis, Missouri and held a variety of craft positions until 1966 when he entered management. Extending a helping hand typifies Mr. LaZard's community involvement. His involvement has earned him countless achievement awards and recognition for support to organizations in New York, Missouri and Illinois. Mr. LaZard holds a bachelor's degree as well as a master's degree from Webster University, Missouri. He is a PCES Executive.

**JERRY K. LEE**—Regional Postmaster General, Central Region. Mr. Lee directs postal operations for a 13-state area with a population of some 60 million people. Formerly Senior Assistant Postmaster General of the Management Information and Research Technology Group at postal headquarters, he also served as Assistant Postmaster General, Department of the Controller. Mr. Lee began his career in 1959 as a substitute Clerk at the Memphis Post Office. There, he held a variety of craft positions until 1966 when he became a regional Customer Relations Specialist, and later held several managerial positions in the Postal Operations Division. In 1971, he was named Assistant District Manager of the former Birmingham District and served there until 1974 when he was appointed Postmaster at Opelika, Alabama. Two years later, he transferred to Mobile, Alabama, and in 1977, he was appointed Director of Finance of the Southern Region. In 1980, he was named Acting Regional Postmaster General of the Northeast Region and in 1981, was selected for the Alfred B. Sloan Fellow Program at the Massachusetts Institute of Technology. He holds a Master's Degree from the MIT Sloan School of Management, and has completed senior executive courses at Harvard University and the University of Virginia.

**MYRTLE M. LENOIR**—Postmaster, Valparaiso, Indiana. A 26-year postal veteran, Ms. Lenoir has held numerous positions as a Clerk, Supervisor of Mails, Postal Systems Examiner, Quality Control Officer, and Tour Superintendent. She has been detailed to positions such as Manager of Distribution, Postal Operations

Specialist, Director of Customer Services and Officer-in-Charge. Ms. Lenoir's special interests include travel, community involvement and participation in many professional organizations such as the Valparaiso Business and Professional Women's Club, League of Women Voters, National Society of Professional Supervision, Board of Christian Education of the First Church of God, and the National Association of Postmasters. Ms. Lenoir attended Purdue University and the Indiana University School of Education.

**REGINALD F. MARTIN**—Field Division General Manager, Cleveland Division. Mr. Martin formerly served as District Manager of the Northeastern Ohio District where he directed operations of 360 post offices. He was Postmaster at Alhambra, California and Sectional Center Manager of 29 other post offices in the Alhambra area from 1980 to 1985. A native of Washington, he joined the Postal Service in 1952 as a Clerk.

**JIMMIE MASON**—Field Director, Human Resources, Chicago Division. (Formerly Director, Employee and Labor Relations). When the Chicago Post Office implemented its first Management Trainee Program in October 1970, he was selected. Upon completion of this program, he was promoted to General Foreman, Mails. Since that time, he has served in a number of management posts including Management Associate at Headquarters, Washington, D.C.; Labor Relations Specialist in the Central Region; and Sectional Center Director, Employee and Labor Relations, Minneapolis Post Office. Mr. Mason attended Chicago State University and holds a Master's Degree in Business Administration from Roosevelt University, Chicago. Mr. Mason is a PCES Executive.

**FRED M. MYRIE**—Regional Director, Operations Support Central Region. Appointed to his present position April 8, 1986, Mr. Myrie is responsible for operational planning, operations networks, performance management, mail processing, delivery and vehicle services. The former General Manager of the Kennedy Airport Mail Facility in New York, Mr. Myrie began his postal career in 1957 as a letter carrier in San Pedro, California. Since then, he has held many postal positions in the Los Angeles area including: Foreman of Mails, General Supervisor, Acting Tour Superintendent, Acting Manager of Logistics, and Mail Processing Administrator for the Southern California District.

**MARGARET M. NICKERSON**—Field Director, Human Resources, Wichita Division. Ms. Nickerson is the former Manager of the Postal Employee Development Center, Chicago. She holds a Bachelor of Science Degree in Education from Chicago State University, and a Master's Degree in Public Administration from Roosevelt University, Chicago. She was certified by the Chicago Board of Education as a Classroom Teacher and taught at Walter Reed Elementary School. Ms. Nickerson was certified by Headquarters, Washington, D.C., to teach the Retailing Postal Products course to regional managers. Ms. Nickerson is a PCES Executive.

**JANET NORFLEET**—Field Division General Manager/Postmaster, South Suburban Division. Ms. Norfleet joined the Postal Service in October, 1958 and moved through the ranks securing the positions of: Air Mail Information Clerk, Scheme Technician, Customer Services Representative, Senior Customer Service Representative, Superintendent of Customer Services Representatives, Manager, Retail Sales and Services, Manager of Delivery and Collections, and MSC/Manager of the North Suburban Facility. She is a PCES Executive.

**VIKKI L. PRYOR**—Product Development Manager, Allstate Life Insurance Company. Attorney Pryor, formerly with the Internal Revenue Service, served as Acting Assistant District Counsel, Senior Attorney, Assistant to Deputy Regional Counsel, and Associate Attorney during her tenure. She is an active participant in many organizations including bar association memberships with the American Bar Association, Chicago Bar Association, Cook County Bar Association, Erie County Bar Association and the Women's Bar Association of Illinois. She is also a member of Minority Legal Education Resources, Federally employed Women, Women in Management, the Urban League and the League of Black Women. Ms. Pryor is listed in Who's Who in America, received the Department of Treasury's Special Achievement Award, and the Outstanding Young Woman of America Award to name a few. A Magna Cum Laude graduate of the State University of New York, she is a 1988 candidate for the Master of Business Administration Degree from the University of Illinois, Chicago.

**ESTHER J. RICHARDS**—Field Director, City Operations, Detroit Division. Ms. Richards has supervised in every position from PSM-8 to level EAS-25, and has worked in every area of Mail Processing. She developed and instructed General Supervisors on the MPLSM Productivity Improvement Class and assisted in the development and instruction of Productivity Management Concepts to General Supervisors and Tour Superintendents. She has held other positions such as Manager/Postmaster, Kalamazoo, Michigan; and Manager of Distribution, Chicago Post Office. She holds an Associate Degree in Education

from Kennedy King College and pursued advance studies at Chicago State University. She is also a PCES Executive.

**LEE J. RICHMOND**—Licensed Psychologist and Professor of Counseling and Human Development at Loyola College, Baltimore, MD. Dr. Richmond is certified by the National Board for the Certification of Counselors (NCC). She is active in many professional career and psychological organizations and has served on the executive boards of several of these organizations. Currently, Dr. Richmond is a candidate for president of the National Career and Development Association (NCDA). She developed the philosophy and concept of Life-Is-Career.

**GEORGIE T. RUCKER**—General Manager, Philadelphia BMC. As the former Postmaster of Elmira, New York and Lawndale, California, Ms. Rucker began her career in the Los Angeles Post Office. Having acquired an extensive background in customer services and mail processing, she has served as MSC Manager/OIC, Waterbury, Connecticut; MSC Director of Customer Service, Charleston, West Virginia; MSC Director of Finance, Inglewood, California and District Director, Employee and Labor Relations, Los Angeles, California. She was certified as a Mail Processing MAS Instructor in 1976 and served as the Los Angeles and Southern California District Women's Program Coordinator. Ms. Rucker was assigned to the Headquarters Field Interchange Program in 1979 and to the USPS Joint Industry Alternative Delivery Task Force. She has an MBA from California State University, and a professional designation in Industrial Management from UCLA.

**MARGARET M. RUCKER**—MSC Manager/Postmaster, Zanesville, Ohio—Columbus Division. Ms. Rucker has held the positions of Director, Office of Headquarters Services, Washington, D.C.; Manager, Contracts and Supply Management Branch, Central Region and Manager, Procurement, Chicago Post Office. She has over 17 years experience—10 of which are managerial—in purchasing supplies, services, equipment, repairs, and improvements. Ms. Rucker holds a Bachelor of Arts Degree in Financial Management from Governors State University and she has completed the University of Illinois Executive Development Program. She is also a PCES Executive.

**LINDA F. SANCHEZ**—Field Division General Manager/Postmaster, Brooklyn Division. Appointed to her present position June 7, 1988, Ms. Sanchez oversees all postal operations in a highly-populated area including Brooklyn, Staten Island and Long Island City. She is responsible for a complement of 8,000 employees serving 3.1 million residents. She began her career as a Sub-Distribution Clerk in her native Guam—and later, was appointed to the Management Associate Program placing her in the Sacramento post office

as General Supervisor of Mails. She went on to train as OIC in Woodland, California and has served—temporarily and permanently—in the positions of: Delivery Specialist, Distribution Systems Specialist, Special Assistant to the Regional Postmaster General, Manager of Distribution, District Director of Mail Processing, Director of Finance, Director of Human Resources, and, most recently, Acting General Manager.

**EDDIE T. SANDERS, JR.**—Assistant Professor of Management, Chicago State University. Dr. Sanders has a Ph.D. in Industrial Psychology. He is President of AWS and Associates Management Consulting Firm. Dr. Sanders has presented lectures and seminars on Stress Management and other managerial concerns for the Department of Justice/Drug Enforcement Administration, American Marketing Association, and the National Association of Postal Supervisors.

**FRANK J. SANTORO**—General Manager, Chicago Bulk Mail Center. On October 20, 1949, Frank Santoro began his postal career as a Sub-Clerk in the Chicago Post Office. Between 1959 and 1961, he filled a number of management positions. He was a member of the Chicago regional staff from 1961 through 1971 and held several positions—including Scheduling and Staffing Officer, Manpower Utilization Specialist and Chief of the Performance Appraisal Branch. In 1971, he joined the Chicago District Office as Mail Processing Representative and transferred to the Chicago Main Post Office in 1973 as Director, Mail Processing Division. On August 14, 1976 he was appointed MSC Manager of North Suburban. He remained in that position until appointment to his present position in June of 1985.

**DOROTHY D. SHARPE**—General Manager, Affirmative Action Division, Headquarters, Washington, D.C. Formerly the National Women's Program Manager, Ms. Sharpe has held the positions of: Acting General Manager, Career Development; Acting General Manager, Affirmative Action, Headquarters, Washington, D.C.; Acting Sectional Center Director, Employee and Labor Relations, Huntsville, Alabama; Regional Women's Program Manager, Southern Region, Memphis, Tennessee; EEO Investigator; and, Secretary—in numerous branches. She attended the Universities of: Detroit, Wayne State and Memphis and is presently enrolled in the Key Executive Program at American University in pursuit of a Masters degree in Public Administration. Ms. Sharpe joined the Postal Service in 1964, she is a lecturer to women's groups and is also a PCES Executive.



**KAREN C. SAVAGE**—Acting Accounting Services Specialist. Ms. Savage has been with the Postal Service for 20 years—19 of which have been spent in Finance. After working one year as a Clerk, Ms. Savage quickly moved into the position of PSDS Technician. She was promoted and became the first female supervisor in PSDS. Throughout her Finance tenure, she has worked in a number of areas such as systems Compliance, Budget, General Accounting and PSDS. She used her knowledge in these areas to work with PSDS redesign and to teach FLSA regulations. She received a superior accomplishment award for her work efforts. In addition to her present position, Ms. Savage is an EI/QWL Facilitator and as a committee member of AMERIPEX '86, she acted as the Finance Manager. Ms. Savage attended the University of Illinois.

**LINDA L. SILVERIO**—Manager, Training, Gary, Ind. Ms. Silverio joined the Postal Service as a Distribution Clerk in 1979 in Ottumwa, Iowa. She was the Associate Training and Development Specialist for Cedar Rapids, Iowa prior to her present assignment in 1984. Along with her present duties, Ms. Silverio is the co-coordinator for the Partnership in Education project between the Gary Community School Corporation and the Gary Post Office. She is also division instructor for the Supervisory Training Systems Basics—human relations administration course as well as the Suggestion Program Administrator for Gary MSC.

**MURPHY M. SMILEY**—Acting Director, Station Operations, Chicago Division. Mr. Smiley has held the positions of: Supervisor, Mails; Supervisor, Delivery and Collections; Station Superintendent; Manager, Station Operations; Manager, Delivery and Collections and Manager, Delivery and Retail Programs. Mr. Smiley is a PCES Candidate.

**HUTCH TOWNER**—Director, Maintenance, Chicago BMC. An 18-year postal veteran, Mr. Towner has served the majority of his career in Maintenance. He has held the positions of: Tour Superintendent, Maintenance; Superintendent, Technical Staff; and Superintendent, Planning. Mr. Towner's personal interests include flying, as a

commercial pilot, and dabbling in amateur radio.

**JOEL S. TROSCH**—Assistant Postmaster General, Employee Relations, Washington, D.C. Joel Trosch is an 18-year Postal Service veteran with a background in economics, law and human resources. As Assistant Postmaster General, he is responsible for developing, implementing and monitoring employee relations programs for more than 750,000 postal employees. Prior to his November 4, 1986 appointment to Assistant Postmaster General, Mr. Trosch served as Regional Director of Human Resources for the Northeast Region. He also served as Assistant General Counsel of Labor Law and Executive Director of the Office of Equal Employment Opportunity for the Postal Service. Mr. Trosch holds a Bachelor's Degree in Economics and an LLB degree from the University of Wisconsin; as well as an LLM degree in Labor Law from Georgetown University.

**ELLEN L. UNDERWOOD**—Manager, Technical Sales and Services, Chicago Division. Ms. Underwood began her postal career in 1980 as a Management Associate. After successfully completing the 2-year program, she was assigned as Customer Programs Analyst in the regional Sales Department. Last July, she was promoted to her present position under the reorganization. Ms. Underwood completed her Bachelor's Degree in Management at Loyola University. She also holds a Master's Degree in Marketing from Loyola University.

**MARTHA B. WORELL**—Regional Director, Marketing and Communications, Central Region. Mrs. Worrell is responsible for implementing and monitoring sales, promotions and communications programs throughout the 13-state region. She joined the Postal Service in 1965 as a sub-Distribution Clerk in Atlanta and advanced through the ranks holding such positions as: Employment Officer, Foreman of Mails, Stations Manager, Postmaster, Director of Customer Services and numerous detail assignments. A native of Bowersville, Georgia, Ms. Worrell earned a Bachelor's Degree in Management/Marketing from Georgia State University and attended graduate school at the Universities of Alabama and South Florida.

**CALVIN WALKER**—Acting Manager, General Mail Facility Operations, Chicago Division. Formerly the Tour Director of Mail Processing, Mr. Walker holds a Bachelors degree in Industrial Arts. He has been a manager for 19 years and has held the positions of: Officer-in-Charge, Project Director for the Postal Street Academy, Mechanization Coordinator at Headquarters, Washington, D.C., and Senior Manager on duty for the Chicago Post Office. He was also a public school teacher, secondary level, for the Chicago Board of Education. He is a PCES Candidate.

**INGRID WALLACE**—Associate Director of Training Systems, Inc. Ms. Wallace has performed the responsibilities of Lecturer, Master Facilitator, Facilitator Trainer, Marketing Sales Trainer, and Consultant for Fortune 500 companies. Ms. Wallace has a wide range of experience as both an instructor and manager. Her duties have been concentrated in the areas of human resource development, corporate consulting and data processing. A much sought—after speaker, Ms. Wallace has the distinction of being the only woman and minority to train employees for all three major automakers.

**JOHN E. WAWRZYNIAC**—Director, Mail Processing, Chicago Bulk Mail Center. He began his career 13 years ago as Tour Superintendent, Mails. Mr. Wawrzyniec has served in various functional areas as Acting General Manager; Acting director, Employee and Labor Relations. He is a member of the General Manager EI/QWL Committee. He also served as Officer-In-Charge at Forest Park Post Office.

**PHILLIP WILLIAMS**—Acting Field Director, City Operations, Chicago Division. Mr. Williams has also held the positions of Manager, General Mail Facility Operations. Manager of Distribution, Tour Manager and Productivity Administrator. He served as a Regional Instructor, Mail Processing, and was detailed as Acting Manager of Distribution, Columbus, Ohio. Mr. Williams attended Chicago State University. He is a PCES Candidate.

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# Session Selection Form

Use the Conference Schedule on Pages 12-13 To Help You Schedule Sessions		Time Indicators	1st Choice	2nd Choice
1.	Chicago Division...Rap With The Brass	A—B—C		
2.	Looking At Postal Careers With A New Perspective	C—D		
3.	Central Region...A View From The Top	A—B—C		
4.	Meet The Mountain Climbers	A—B—D		
5.	How To Get Your "Stuff" Together	A—B—C—D		
6.	Your Job, Your Kids, Your Significant Other ...And You	A—B—C		
7.	An Integrated Approach To Career Planning	C—D		
8.	Affirmatively Speaking...	A—B—C		
9.	A Challenging Career...Maintenance	C—D		
10.	Be Informed...Know The Law	A—B—C—D		
11.	Whole—Brained Communication	A—B—C—D		
12.	Actions Speak Louder Than Words	A—B—C—D		
13.	Reach For The Sky	A—B—C		
14.	Emotional Conflict In The Work Place	C—D		
15.	Platform Skills	A—B—C—D		
16.	The Art Of Negotiating...Win Or Lose	A—B—C—D		
17.	Get Your Act Together	A—B—C—D		
18.	USPS...A Changing Organization	A—B—D		
19.	Parenting In The 80's	A—B		
20.	So You Want To Be A Postmaster	A—B—D		
21.	Avoiding The Plateau Trap	A—B—C—D		
22.	Personal, Powerful And Professional	A—B—C—D		
23.	Managing The "New Generation"	A—B—D		
24.	Taking Control Of Your Time	A—B—C—D		
25.	The Postal World Of Employment And Development	A—B—C—D		
26.	How To Survive The Loss Of Love	A—B—C		
27.	Marketing...The New Image Of The Postal Service	A—B—D		
28.	Corporate Godfather...A Way Up	A—B—C—D		
29.	A Career Change...Finance	A—B—C		
30.	The Cutting Edge...The 991	A—B—C—D		
31.	Your Good Name...Don't Misuse It	A—B—D		
32.	P.R.I.D.E.	A—B—C—D		
33.	Dealing With Difficult People	A—B—D		

Review the Time Indicator at the right and indicate your FIRST and SECOND CHOICES. Note: "Life-Is-Career", is a General Session—Open to all attendees—FRI 5:00 p.m.—6:15 p.m.

A = FRI 10:00 a.m. — 11:45 a.m.  
 B = FRI 2:30 p.m. - 4:15 p.m.  
 C = SAT 10:15 a.m. - 12 Noon  
 D = SAT 1:00 p.m. - 2:45 p.m.

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**\*Full Registration includes 7 Sessions, CEU Certificate from Chicago State University, Continental Breakfast—Saturday, Banquet—Saturday evening, and Breakfast—Sunday... "Grab N' Go Lunch" is optional... is not included in the Full Registration package.**

Make Check or Money Order Payable to: **Chicago Division Affirmative Action Programs**

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**Attn: AA/EEO Programs Coordinator**

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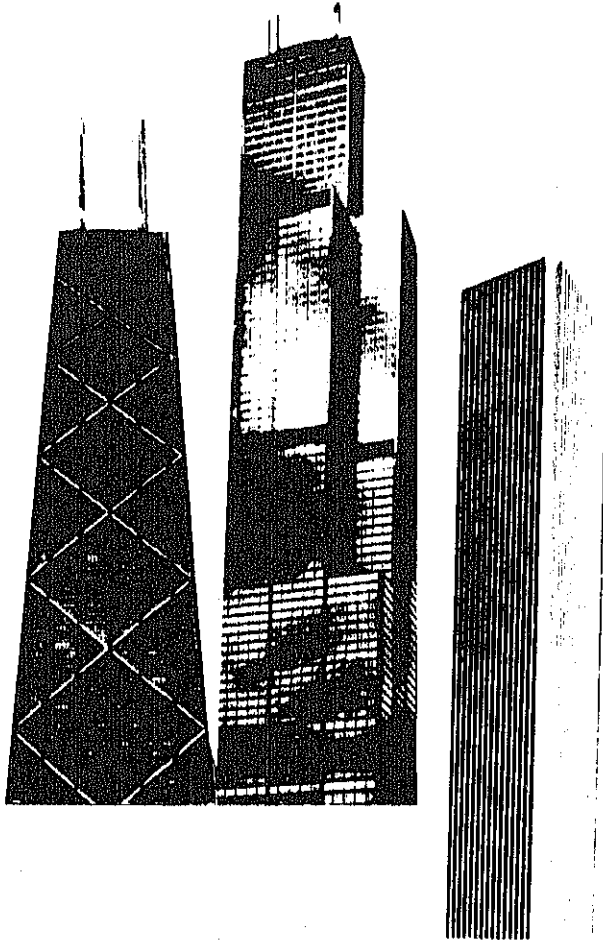
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PLEASE BRING-A-FRIEND**



# "Chicago . . . My Kind of Town!"



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Chicago is home to three (3) of the five (5) tallest buildings in the world: The John Hancock Center, The Sears Tower, and The Standard Oil Building.

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**You Probably Think 3 Days  
in Chicago  
Sounds Like a Nice Vacation!  
BOY! Have You Got A Lot To Learn . . .  
LET YOURSELF GO!!!**

# NOTES

# What Attendees Say About The Chicago Post Office Conference. . .

*"How many apples are in a seed? The Career Awareness Conference was by far, a seed of quality experience. Surely countless informed, positively motivated professionals will grow from having attended."*

—Constance Coleman, Waddell and Reed, Inc., Chicago, Illinois

*"Thanks for a great Conference. You, and your committee, are appreciated."*

—Sophie Covington, Indianapolis, Indiana

*"I cannot express the feeling I have since attending the Career Awareness Conference. I also feel aglow. From the first session, I honestly came alive inside. It was comparable to awakening all those things that had been dormant for so long...The sessions plus the Hyatt Regency created such a satisfying environment, I didn't want it to end. I cannot wait for 'A Touch of Heaven in '87.' Without a doubt, I will see you there."*

—Leveorn Dodd, Chicago Illinois

*"Congratulations on the success of Chicago's Ninth Annual Career Awareness Conference. You and your hardworking committee have done it again."*

—Jacqueline A. Sue, Program Manager, Community Relations, Washington, D.C.

*"I can't begin to tell you how much I enjoyed the Career Awareness Conference, 'In the Mix...' sponsored by the Post Office. All of the workshops and seminars were so well organized and interesting. I felt more like a celebrity than a presenter."*

—Winifred French, Chicago Public Schools Guidance Coordinator

*"I really enjoyed the Conference. It was my first time attending. I will be attending in the future."*

—Debbie Kym Tousant, Gary, Indiana

*"This was my first Chicago Career Awareness Conference, and I truly believe 'no one does it better than Chicago'...Again, congratulations to you and your committee members for a Conference well done."*

—Linda K. Kemp, Career Development Specialist, Washington, D.C.

*"I feel that the coordination and organization of the Conference is the best, bar none. The aura that surrounds the Hyatt on that weekend is very positive. Once again, my sincere thanks to you for such a wonderful experience. I look forward to 'A Touch of Heaven in '87.'"*

—Rosemary W. Arrington, Arrington and Associates, Chicago, Illinois

*"I would like to commend you and the Committee for handling the Women's Program in such a professional manner. I felt the affair was nice, rewarding, and very educational. I was glad to be in attendance. It also made me very proud to be a part of the USPS."*

—Jerry Warren, Chicago, Illinois

*"I have come to expect the best and the most beautiful from you. Thanks for letting me have a part to be near you."*

—Gloria Parker, Retired Employment Officer, Chicago, Illinois

*"Once again the Chicago Career Awareness Conference provided a rich array of opportunities for learning...Congratulations on another success."*

—Patricia M. Gibert, General Manager, Regular Mail Services Division, Washington, D.C.

*"I have heard so many positive things about your effort to bring programs to postal employees. I am looking forward to attending the Conference in '87."*

—Shirley C. Chappel, Dean, Adult/Continuing Education, Olive Harvey College, Chicago

*"Chicago did it again! A Journey to Self-Fulfillment was, by far, that and more."*

—Dorristene Neeley, Olive-Harvey College, Chicago, Illinois

*"The Conference is a credit to the entire U.S. Postal Service."*

—Dorothy Flanigan, Chicago, Illinois

**Chicago Division  
Career Awareness Conference  
APRIL 10-11-12, 1987**

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